**Angela K Young**

Westerville, Ohio | 614.805.2100 | [younga1025@hotmail.com](mailto:younga1025@hotmail.com)

**EXPERIENCED ADMINISTRATIVE ASSISTANT**

**Resourceful administrative specialist with 10+ years of experience providing support to management, executives, and staff. Collaborates and communicates well with all levels of an organization. Expertise in highly efficient office management, complex calendar management, meeting and event planning, travel planning/expenses/reimbursements, expense management and production of high-quality documents. Strong commitment to serving people with diverse backgrounds and needs. Currently seeking position as an Executive Assistant.**

**PROFESSIONAL SKILLS:** Proficient with MS Office Suite and Office 365, managing multiple calendars in Outlook, Zoom, WorkDay, Microsoft Teams, Doodle polls, Qualtrics surveys, Skype, travel planning, customer service, PI Portal, BuckeyeLink, ETS and IT service requests, Facilities on Demand, website management and design, Buckeye Learn, trained on TAS, Access database development and management.

**PERSONAL SKILLS**: ●Multi-tasking ●Time management ●Budget management ●Organization ●Attention to detail ●Collaboration ●Research ●Negotiation ●Facilitate discussion ●Teaching ●Active listening ●Strict confidentiality

**PROFESSIONAL EXPERIENCE**

**The Ohio State University** (Columbus, OH) *Office Administrative Associate* 4/2019 – present

* Working in the College of Engineering Dean’s suite to provide high-level administrative support to Senior Executive Assistant and four other Executive Assistants to the Dean, Associate Deans, and Assistant Deans, while handling various office management duties. Anticipate team needs, follow through as needed. Helping with all manner of Executive Assistant duties: including complex meeting planning and catering (for example the External Advisory Councils); meeting agendas, handouts, and slides; travel expenses; purchasing of registrations and subscriptions; organization charts; etc.
* Managing general Dean’s suite duties such as: handling incoming calls and mail; greeting and assisting guests; ordering office and kitchen supplies and managing inventory; supervising department purchasing card used by five people, and using it for various levels of purchasing; booking the Dean’s conference room and resolving conflicts by assisting in finding other rooms; scheduling and following through with maintenance requests; managing keys and Lenel swipe-access databases and maintenance of the Master Key Cabinet.
* Conducted annual key audits and built database to track ownership of keys for which the Dean’s suite is responsible.
* Earned Inclusive Excellence certificate through attending requisite number of diversity webinars.
* Sorted through and categorized over fifty boxes of stored paper files for classification to either destroy or archive.
* Assisted Chief Diversity Officer Donnie Perkins for five months with: calendar and scheduling, keeping him on-track with tasks and appointments; helped with research, travel, Inclusive Excellence Council, Inclusive Excellence Certificate program; PowerPoints for meetings; supported through the “Challenging Times” dialogs; coordinated his staff’s annual reviews; and purchasing as needed.
* Assisted Assistant Dean for Graduate Programs La’Tonia Stiner-Jones from August of 2020 with: complex calendar and scheduling and resolving conflicts; various projects requiring attention to detail; administering faculty mentoring workshops; and with process of Graduate Fee Authorizations for which I was compensated above my regular pay.
* Occasionally assisted Engineering Education Department with projects such as complex budget analysis, survey administration and results distribution, and transcribing of meeting minutes, among other things.
* Assisted in managing and improving the College of Engineering’s participation in Bucks4Charity in Fall of 2019.

**Dawson Careers** (Columbus, OH) *Temporary Administrative Employee* 10/2018 – 1/2019

* Worked at The Ohio State University in Engineering Education Department as Administrative Assistant.
  + Served on Space/Facilities committee; helped prepare department training handbook; classroom calendars; student employee shift schedule; handled booking for multiple conference rooms.
  + Became familiar with BuckeyeBox, PI Portal, Qualtrics, BuckeyeLink, Buckeye Learn, IT service requests, Facilities On Demand, Lock and Alarm schedules, multiple conference room and classroom calendars, email lists and scheduling (Outlook), OSU branding guidelines, Carmen, scheduling of student assistants.

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**Educational Service Center of Central Ohio** (Columbus, OH) 8/2008 – 7/2018

*Administrative Assistant, Ed PASS Program* 8/2011 – 7/2018

*Administrative Assistant, Columbus Coaching Project* 8/2008 – 7/2011 *(first six months as temp through Kelly Svcs.)*

* Performed duties of Office Manager.
* Over the first three years of the Ed PASS program was able to eliminate the second assistant position for the program.
  + Created a consolidated database system eliminating Excel spreadsheets for records of students (e.g., demographics, rewards, supplies, tutoring, and transportation).
  + Automated more coherent and useful reports every month.
  + Saved the administrative assistant position 20 hours per week.
  + Cut number of suppliers by 75%, which saved administrative assistant four hours per week.
  + Consolidated 16 purchasing card accounts to one, cutting reconciliation from eight hours per month to two.
* Helped program to increase number of students served by 100% while only adding 50% more field reps.
  + Reorganized the purchasing to take shopping task from reps. Saved each rep two hours per week (128 hours per month) to serve more students.
  + Restructured and consolidated 20+ forms to 12 for efficiency, consistent corporate branding, and to save 17 reps one half-hour per student per month (225 hours per month).
* Developed/managed Access/Excel databases for student and school demographics, accounting, and budgeting
* Accounts Payable
  + Requisitions, purchase orders, ordering (goods and services), shipping/receiving, invoices.
  + $1.4 million annual budget (administer, balance, analyze). Provided detailed budget projections.
  + Performed reconciliations between program and fiscal/payroll data.
  + Managed department p-card with purchases over $6,000 per month.
  + Purchased and maintained inventory of office supplies for 17+ staff.
  + Purchased and maintained inventory of educational rewards for 500+ students.
  + Handled student transportation and billing.
  + Performed staff travel reconciliations.
* Administered annual mass mailing of student and school staff opinion surveys, for 800+ recipients.
* Resource management for tutors
* Prepared monthly and as-needed reports (by formatting data into meaningful presentations), as well as special projects and year-end activities.
* Resolved operational issues of the program and staff.
* Performed on-boarding and training of new employees. Prepared on-boarding handbook.
* Drafted and distributed program communications, policies, and procedures.
* Managed and maintained office equipment and space.

K**elly Services** (Dublin, OH) *Temporary clerical employee* 8/2006 – 2/2009

* Last six months as Administrative Assistant for the Educational Service Center, Columbus Coaching Project.
* At other companies as administrative assistant, clerical, data entry.

**EDUCATION: Bachelor of Science Degree in Marketing**,University of South Florida(St. Petersburg, FL)  
Art Institute of Pittsburgh(online), Computer graphic design, drawing, art.

**AFFILIATIONS:** Member of Ohio State University Administrative Professionals group.

Member of Association of Staff and Faculty Women.